

ZA7580

Eurobarometer 92.2 (2019)

**Country Questionnaire
United Kingdom**

TRANSLATION

A	your survey number
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EB92.1 A

B	Country
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EB92.1 B

C	our survey number
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EB92.1 C

D	Interview number
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EB92.1 D

CONSENT FOR FACE TO FACE EUROBAROMETER SURVEYS
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Hello, My name is ..., from Kantar, and I'm conducting an interview for Kantar, on behalf of one of our clients.
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We are looking for people aged 15 or over who are willing to share their opinions about current events and political or social issues for a study we are conducting across Europe. We would greatly appreciate your input. It should take no more than [XX] minutes.
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This study may include some questions that could be considered sensitive. You may refuse to answer these questions at any time. I would like to reassure you that your co-operation is completely voluntary and all of your answers are confidential.

Moreover, the collected responses will be thoroughly anonymised, and all identifiable information will be removed. The information will then be provided to our clients and published, but it will not be possible to identify any responding individuals in the data. For more information on how we collect and use your personal data, please consult [LINK]:
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By continuing with this interview, it means that you agree with the above terms and conditions. If you would like to check any details about the interview, I can give you the relevant number to call: 020 8433 4012

TRANSLATION

SC0	Respondent answer			
	Agree	1		
	Disagree	2		
	EB92.1 SC0			
	IF SC0=2 THEN STOP INTERVIEW			
D11	How old are you?			
	(IF "REFUSAL" CODE '99')			
	<table border="1" style="width: 100%; height: 20px;"> <tr> <td style="width: 50%;"></td> <td style="width: 50%;"></td> </tr> </table>			
	EB92.1 D11			
	IF D11=99 (REFUSAL) THEN STOP INTERVIEW			
	ASK SC1 IF D11=15 - OTHERWISE GO TO Q1			
SC1	The European General Data Protection Regulation (GDPR) only allows us to interview you if we have prior permission from one of your parents or legal guardians. Is one of you parents there at the moment? Can we speak to him/her?			
	Yes	1		
	No	2		
	EB92.1 SC1			
	ASK SC2 IF SC1=1 - OTHERWISE STOP INTERVIEW			
SC2	Are you the parent or legal guardian of the teenager in question?			
	Yes	1		
	No	2		
	EB92.1 SC2			
	ASK SC3A IF SC2=1 - OTHERWISE STOP INTERVIEW			
	<p>Today we are looking for people who are willing to share their opinions about current events and political or social issues for a study we are conducting across Europe and we would like to speak to your son/ daughter about this subject. This study may include some questions that could be considered sensitive. Your son/daughter may refuse to answer these questions at any time. I would like to reassure you that your son's/daughter's co-operation is completely voluntary and all his/her answers are confidential.</p>			

TRANSLATION

SC3A	Do we have your permission to conduct this interview with your son/ daughter?
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Yes	1
No	2

EB92.1 SC3A

IF SC3A=2 THEN DISPLAY THE FOLLOWING MESSAGE AND STOP INTERVIEW

Thank you for your time. This is the end of the interview.
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IF SC3A=1 THEN DISPLAY THE FOLLOWING MESSAGE AND CONTINUE INTERVIEW

Thank you. Please pass me back to your son/ daughter to continue with the interview.
--

Q1: CODE 29 CANNOT BE THE ONLY ANSWER OTHERWISE CLOSE THE INTERVIEW

Q1: CODE 30 IS EXCLUSIVE

Q1: IF CODE 30 THEN CLOSE INTERVIEW

Q1	What is your nationality? Please tell me the country(ies) that applies(y).
----	--

(MULTIPLE ANSWERS POSSIBLE)

Belgium	1,
Denmark	2,
Germany	3,
Greece	4,
Spain	5,
France	6,
Ireland	7,
Italy	8,
Luxembourg	9,
Netherlands	10,
Portugal	11,
United Kingdom (Great Britain, Northern Ireland)	12,
Austria	13,
Sweden	14,
Finland	15,
Republic of Cyprus	16,
Czech Republic	17,
Estonia	18,
Hungary	19,
Latvia	20,
Lithuania	21,
Malta	22,

TRANSLATION

Poland	23,
Slovakia	24,
Slovenia	25,
Bulgaria	26,
Romania	27,
Croatia	28,
Other countries	29,
DK	30,

EB92.1 Q1

ASK ALL

D70: CODE "NO ANSWER" IN CODE 5

D70	On the whole, how satisfied or not are you with the life you lead? Are you...?
-----	--

(SINGLE CODE)

Very satisfied	1
Fairly satisfied	2
Not very satisfied	3
Not at all satisfied	4
DK	5

EB92.1 D70

D71: CODE "NO ANSWER" IN CODE 4

D71	When you get together with friends or relatives, how often would you say you discuss...?
-----	--

(READ OUT – SINGLE CODE)

		Frequentl y	Occasiona lly	Never	DK
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1	National political matters	1	2	3	4
2	European political matters	1	2	3	4
3	Local political matters	1	2	3	4

EB92.1 D71

PARLEMETER

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TRANSLATION

QB1	In the last 12 months, would you say that your interest in EU affairs has increased, decreased or stayed the same?
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(ONE ANSWER ONLY)

Increased	1
Decreased	2
Stayed the same	3
DK	4

NEW

QB2	And would you say that in general the presence of EU affairs in the media has increased, decreased or stayed the same compared to 12 months ago?
-----	--

(ONE ANSWER ONLY)

Increased	1
Decreased	2
Stayed the same	3
DK	4

NEW

QB3	In general, do you have a very positive, fairly positive, neutral, fairly negative or very negative image of the European Parliament?
-----	---

(SINGLE CODE)

Very positive	1
Fairly positive	2
Neutral	3
Fairly negative	4
Very negative	5
DK	6

EB90.1 QA1

QB4	Would you personally like to see the European Parliament play a more important or less important role?
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(SINGLE CODE)

More important	1
Less important	2
No change / As it is now (SPONTANEOUS)	3

TRANSLATION

DK	4
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EB91.1 QA2

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QB5a	The EP makes decisions on European legislation which directly impacts every citizen's life. In your opinion which of the following should be given priority by the European Parliament? Firstly?
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(SHOW SCREEN - READ OUT - ONE ANSWER ONLY)
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- | | |
|---|----|
| Developing a common immigration and integration policy for all Member States | 1 |
| Protecting the EU's external borders | 2 |
| Setting the right conditions for economic growth and investment | 3 |
| Tackling social exclusion and poverty | 4 |
| Safeguarding a stable and successful monetary union with one common currency, the euro | 5 |
| Improving consumer rights as well as the quality and access to health services for all citizens | 6 |
| Providing affordable and safe food for citizens and a fair standard of living for farmers | 7 |
| Combating climate change and preserving our environment, oceans and biodiversity | 8 |
| Developing a sustainable, competitive and secure energy supply for EU Member States | 9 |
| Combating terrorism and organised crime | 10 |
| Developing a common defence and security policy for all EU Member States | 11 |
| Combating youth unemployment and striving for full employment in all EU countries | 12 |
| Investing in research, science and innovation | 13 |
| Investing in high quality education for our children and future generations | 14 |
| Preserving the European Union's diverse cultural heritage | 15 |
| Other (SPONTANEOUS) | 16 |
| None (SPONTANEOUS) | 17 |
| Refusal (SPONTANEOUS) | 18 |
| DK | 19 |

EB90.1 QA13a MODIFIED

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TRANSLATION

QB5b	And then?
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(SHOW SCREEN - READ OUT - MAX. 2 ANSWERS)

Developing a common immigration and integration policy for all Member States	1,
Protecting the EU's external borders	2,
Setting the right conditions for economic growth and investment	3,
Tackling social exclusion and poverty	4,
Safeguarding a stable and successful monetary union with one common currency, the euro	5,
Improving consumer rights as well as the quality and access to health services for all citizens	6,
Providing affordable and safe food for citizens and a fair standard of living for farmers	7,
Combating climate change and preserving our environment, oceans and biodiversity	8,
Developing a sustainable, competitive and secure energy supply for EU Member States	9,
Combating terrorism and organised crime	10,
Developing a common defence and security policy for all EU Member States	11,
Combating youth unemployment and striving for full employment in all EU countries	12,
Investing in research, science and innovation	13,
Investing in high quality education for our children and future generations	14,
Preserving the European Union's diverse cultural heritage	15,
Other (SPONTANEOUS)	16,
None (SPONTANEOUS)	17,
Refusal (SPONTANEOUS)	18,
DK	19,

EB90.1 QA13b MODIFIED

TRANSLATION

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QB6	In your opinion, which of the following values should the European Parliament promote as a matter of priority?
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(SHOW SCREEN – READ OUT – MAX. 3 ANSWERS)

Equality between men and women	1,
Protection of minorities	2,
Dialogue between cultures and religions	3,
Solidarity between European Union Member States	4,
Solidarity between the European Union and the poor countries of the world	5,
The protection of human rights worldwide	6,
Freedom of speech	7,
Abolition of the death penalty throughout the world	8,
Other (SPONTANEOUS)	9,
None (SPONTANEOUS)	10,
Refusal (SPONTANEOUS)	11,
DK	12,

EB90.1 QA14

QB7	On a scale of 1 to 10, where '1' means that "you know nothing at all" and '10' that "you know a lot", how much do you think you know about the work of the European Parliament?
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(SHOW SCREEN - READ OUT - ONE ANSWER ONLY)
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1	2	3	4	5	6	7	8	9	10
Kno w noth ing at all									Kno w a lot
1	2	3	4	5	6	7	8	9	10

DK	11
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NEW

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TRANSLATION

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QB8	The new legislative period of the European Parliament has started. A new European Commission will soon take up its work. On which of the following aspects, if any, would you personally like to receive more information or know more about:
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(SHOW SCREEN - READ OUT - MULTIPLE ANSWERS POSSIBLE)
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What the European Parliament is doing	1,
What the European Commission is doing	2,
The positions of the British government on current EU legislation	3,
The activities of British MEPs in the European Parliament	4,
The concrete consequences of European legislation on the UK	5,
The concrete consequences of European legislation on your personal life or situation	6,
What the EU has concretely done or changed in your city, region or country	7,
You would not like to receive more information	8,
Other (SPONTANEOUS)	9,
DK	10,

NEW

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QB9	Which of the following, if any, would encourage you to get more engaged with the activities of British MEPs within the European Parliament?
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(SHOW SCREEN - READ OUT - MULTIPLE ANSWERS POSSIBLE)
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Personally meeting British MEPs at events in your city, region or country	1,
Following and interacting with them on social media	2,
Seeing, hearing, or reading about them more often on TV, radio or newspapers	3,
Receiving more information about their roles and activities in the European Parliament	4,

TRANSLATION

Getting to address an MEP directly on a specific issue and receiving a concrete answer	5,
Visiting the European Parliament in Brussels or Strasbourg and meeting them	6,
Nothing, you do not want to be more engaged with the activities of British MEPs	7,
Other (SPONTANEOUS)	8,
DK	9,

NEW

(READ OUT) Now, we are going to ask you a question regarding the environment.

QB10a	From the following list, please pick the environmental issue which you consider the most important. Firstly?
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(SHOW SCREEN - READ OUT - ONE ANSWER ONLY)

Decline or extinction of species and habitats	1
Deforestation	2
Shortage of drinking water	3
Frequent droughts or floods	4
Pollution of rivers, lakes and ground water	5
Marine pollution	6
Air pollution	7
Noise pollution	8
Climate change	9
Growing amount of waste	10
Agricultural pollution (use of pesticides, fertilisers, etc.) and soil degradation	11
Environmental damage caused by tourism	12
Domestic and urban waste management	13
Industrial waste management	14
Over-reliance on fossil fuels (such as oil, gas, coal, etc.)	15
Other (SPONTANEOUS)	16
None (SPONTANEOUS)	17
DK	18

EB88.1 QD2 MODIFIED

TRANSLATION

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QB10b	And then?
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(SHOW SCREEN - READ OUT - MAX. 3 ANSWERS)

Decline or extinction of species and habitats	1,
Deforestation	2,
Shortage of drinking water	3,
Frequent droughts or floods	4,
Pollution of rivers, lakes and ground water	5,
Marine pollution	6,
Air pollution	7,
Noise pollution	8,
Climate change	9,
Growing amount of waste	10,
Agricultural pollution (use of pesticides, fertilisers, etc.) and soil degradation	11,
Environmental damage caused by tourism	12,
Domestic and urban waste management	13,
Industrial waste management	14,
Over-reliance on fossil fuels (such as oil, gas, coal, etc.)	15,
Other (SPONTANEOUS)	16,
None (SPONTANEOUS)	17,
DK	18,

EB88.1 QD2 MODIFIED

QB11	In recent months, a number of youth-led climate change protests have taken place, which have frequently been covered in the media across the EU. Overall, do you think that these actions contribute to more political measures being taken to fight climate change ...?
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(READ OUT - ONE ANSWER PER LINE)

		Yes, definitely	Yes, probably	No, probably not	No, definitely not	DK
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1	In the UK	1	2	3	4	5
2	In the EU	1	2	3	4	5

TRANSLATION

NEW

QB12	Generally speaking, do you think that the UK's membership of the EU is...?
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(READ OUT - ONE ANSWER ONLY)

A good thing	1
A bad thing	2
Neither a good thing nor a bad thing	3
Refusal (SPONTANEOUS)	4
DK	5

EB91.5 QF1

QB13a	On the whole, how satisfied are you with the way democracy works in the United Kingdom? Are you...?
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QB13b	And how about the way democracy works in the European Union?
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(SHOW SCREEN WITH SCALE – SINGLE CODE)

	QA17a	QA17b
	In the United Kingdom	In the European Union
Very satisfied	1	1
Fairly satisfied	2	2
Not very satisfied	3	3
Not at all satisfied	4	4
DK	5	5

EB91.5 QA17a QA17b

ATTITUDES OF EUROPEANS TOWARDS CYBER SECURITY

Let's now talk about another topic.

D62	Could you tell me if...?
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(SHOW SCREEN WITH SCALE – READ OUT – SINGLE CODE)

TRANSLATION

		Every day or almost every day	Two or three times a week	About once a week	Two or three times a month	Less often	Never	No Internet access (SPONTANEOUS)
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1	You use the Internet at home, in your home	1	2	3	4	5	6	7
2	You use the Internet at your place of work	1	2	3	4	5	6	7
3	You use the Internet on your mobile device (laptop, smartphone, tablet, etc.)	1	2	3	4	5	6	7
4	You use the Internet somewhere else (school, university, internet café, etc.)	1	2	3	4	5	6	7

EB92.1 D62

QC1 What devices do you use to access the Internet?

(SHOW SCREEN - READ OUT - MULTIPLE ANSWERS POSSIBLE)

Home computer (any kind of computer that is located and used only at home)	1,
Laptop (other than a home computer)	2,
Tablet	3,
Smartphone	4,
TV	5,
Games console	6,
Other (SPONTANEOUS)	7,
DK	8,

EB90.2 QD1 MODIFIED

TRANSLATION

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QC2	Which of the following activities have you done online in the last 12 months?
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(SHOW SCREEN – READ OUT – MULTIPLE ANSWERS POSSIBLE)
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Online banking	1,
Buying goods or services (e.g. concert tickets, train tickets)	2,
Selling goods or services	3,
Using online social networks	4,
Email	5,
Online gaming	6,
Entertainment (e.g. video and audio streaming, online gambling)	7,
Reading news, blogs, forums, etc.	8,
Accessing public services (e.g. e-Administration)	9,
E-Learning (following courses online)	10,
Instant messaging	11,
Making phone and video calls via web-based applications	12,
Other (SPONTANEOUS)	13,
DK	14,

NEW BASED ON EB90.2 QD2

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QC3	What concerns do you have, if any, about using the Internet for activities such as online banking or buying goods and services online?
-----	--

(DO NOT SHOW SCREEN – DO NOT READ OUT – MULTIPLE ANSWERS POSSIBLE)
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You cannot inspect the goods or ask a real person for advice	1,
You are concerned about the security of online payments	2,
You are concerned about someone misusing your personal data	3,
You are afraid that you might not receive the goods or services that you buy online	4,
Other	5,
None	6,
DK	7,

EB90.2 QD3

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TRANSLATION

QC4	For which of the following online services, if any, have you changed the password you use to access your account(s) during the last 12 months?
-----	--

(SHOW SCREEN – READ OUT – MULTIPLE ANSWERS POSSIBLE)

Email	1,
Online social networks	2,
Shopping websites	3,
Online banking	4,
Online games	5,
Public service websites	6,
Other (SPONTANEOUS)	7,
None	8,
DK	9,

EB90.2 QD4

QC5	Has concern about security issues made you change the way you use the Internet in any of the following ways?
-----	--

(SHOW SCREEN – READ OUT – MULTIPLE ANSWERS POSSIBLE)

You are less likely to buy goods or services online	1,
You are less likely to bank online	2,
You are less likely to enter personal information on websites	3,
You have changed your security settings (e.g. on your browser, online social network, search engine)	4,
You only visit websites you know and trust	5,
You use different passwords for different sites	6,
You do not open emails from people you don't know	7,
You only use your own computer	8,
You have installed anti-virus software	9,
You have cancelled an online purchase because of suspicions about the seller or website	10,
You regularly change your passwords	11,
You use more complex passwords than in the past	12,
You use a password manager	13,
You use biometric features (e.g. facial recognition, fingerprint)	14,
You do not connect to the Internet through unsecured hotspots	15,
Other (SPONTANEOUS)	16,

TRANSLATION

None/ You are not concerned about online security (SPONTANEOUS)	17,
DK	18,

EB90.2 QD5 MODIFIED

QC6	Thinking about the online harassment of children under the age of 16 (e.g. bullying or grooming), what, if anything, is done in your household to protect them while they are online?
-----	---

(DO NOT SHOW SCREEN – DO NOT READ OUT – MULTIPLE ANSWERS POSSIBLE)

The child's Internet use is monitored	1,
Parental control settings are activated	2,
The time spent by child online is limited	3,
Online risks are discussed with the child	4,
You report online harassment	5,
You would like to do something, but you do not know what	6,
Other	7,
Nothing	8,
Not applicable	9,
DK	10,

EB90.2 QD6 MODIFIED

QC7	How well informed do you feel about the risks of cybercrime?
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(READ OUT - SINGLE CODE)

Very well informed	1
Fairly well informed	2
Not very well informed	3
Not at all informed	4
DK	5

EB90.2 QD7

TRANSLATION

QC8	Cybercrimes include many different types of criminal activity. How concerned are you personally about experiencing or being a victim of the following situations?
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(SHOW SCREEN – READ OUT – SINGLE CODE)

		Very worried	Fairly worried	Not very worried	Not at all worried	DK
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1	Fraudulent emails or phone calls asking for your personal details (including access to your computer, logins, banking or payment information)	1	2	3	4	5
2	Online fraud where goods purchased are not delivered, are counterfeit or are not as advertised	1	2	3	4	5
3	Cyberattacks which prevent you from accessing online services like banking or public services	1	2	3	4	5
4	The infection of devices with malicious software (viruses, etc.)	1	2	3	4	5
5	Identity theft (somebody stealing your personal data and impersonating you)	1	2	3	4	5
6	Accidentally encountering child sexual abuse material online	1	2	3	4	5
7	Online material which promotes racial hatred or religious extremism	1	2	3	4	5
8	Hacking of an online social network or email account	1	2	3	4	5
9	Bank card or online banking fraud	1	2	3	4	5

TRANSLATION

10	Demands for payment in return for getting back control of your device	1	2	3	4	5
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EB90.2 QD8

QC9	In the last three years, how often have you personally experienced or been a victim of each of the following situations?
-----	--

(SHOW SCREEN - READ OUT - ONE ANSWER PER LINE)

		Once	Two or three times	More than three times	Never	DK
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1	Receiving fraudulent emails or phone calls asking for your personal details (including access to your computer, logins, banking or payment information)	1	2	3	4	5
2	Online fraud where goods purchased are not delivered, are counterfeit or are not as advertised	1	2	3	4	5
3	Cyberattacks which prevent you from accessing online services like banking or public services	1	2	3	4	5
4	Discovering malicious software (viruses, etc.) on your device	1	2	3	4	5
5	Identity theft (somebody stealing your personal data and impersonating you)	1	2	3	4	5
6	Accidentally encountering child sexual abuse material online	1	2	3	4	5

TRANSLATION

7	Accidentally encountering material which promotes racial hatred or religious extremism	1	2	3	4	5
8	Your social network or email account being hacked	1	2	3	4	5
9	Being a victim of bank card or online banking fraud	1	2	3	4	5
10	Being asked for payment in return for getting back control of your device	1	2	3	4	5

EB90.2 QD10

QC10	In the last three years, has anybody in your family, amongst your friends or acquaintances experienced or been a victim of any of these situations? Please tell me all that apply.
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(SHOW SCREEN - READ OUT - MULTIPLE ANSWERS POSSIBLE)

Receiving fraudulent emails or phone calls asking for their personal details (including access to their computer, logins, banking or payment information)	1,
Online fraud where goods purchased are not delivered, are counterfeit or are not as advertised	2,
Cyberattacks which prevent them from accessing online services like banking or public services	3,
Discovering malicious software (viruses, etc.) on their device	4,
Identity theft (somebody stealing their personal data and impersonating them)	5,
Accidentally encountering child sexual abuse material online	6,
Accidentally encountering material which promotes racial hatred or religious extremism	7,
Their social network or email account being hacked	8,
Being a victim of bank card or online banking fraud	9,
Being asked for payment in return for getting back control of their device	10,

TRANSLATION

Other cybercrimes or any other illegal online behaviour (cyberattack, online harassment or bullying) (SPONTANEOUS)	11,
No, nothing (SPONTANEOUS)	12,
DK	13,

EB90.2 QD11

QC11	What have you done in each of the situations you have personally experienced or been a victim of?
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(SHOW SCREEN - READ OUT - MULTIPLE ANSWERS PER LINE)

TRANSLATION

		Not hing	You cont acte d the polic e	You cont acte d the web site or vend or	You cont acte d your Inter net servi ce prov ider	You cont acte d a cons ume r prot ecti on orga nisat ion	You repo rte d the situa tion thro ugh an offic ial web site or ema il addr ess (oth er than one belo ngin g to the polic e)	Oth er (SPO NTA NEO US)	DK
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1	Receiving fraudulent emails or phone calls asking for your personal details (including access to your computer, logins, banking or payment information)	1,	2,	3,	4,	5,	6,	7,	8,
2	Online fraud where goods purchased are not delivered, are counterfeit or are not as advertised	1,	2,	3,	4,	5,	6,	7,	8,
3	Cyberattacks which prevent you from accessing online services like banking or public services	1,	2,	3,	4,	5,	6,	7,	8,
4	Discovering malicious software (viruses, etc.) on your device	1,	2,	3,	4,	5,	6,	7,	8,
5	Identity theft (somebody stealing your personal data and impersonating you)	1,	2,	3,	4,	5,	6,	7,	8,

TRANSLATION

6	Accidentally encountering child sexual abuse material online	1,	2,	3,	4,	5,	6,	7,	8,
7	Accidentally encountering material which promotes racial hatred or religious extremism	1,	2,	3,	4,	5,	6,	7,	8,
8	Your social network or email account being hacked	1,	2,	3,	4,	5,	6,	7,	8,
9	Being a victim of bank card or online banking fraud	1,	2,	3,	4,	5,	6,	7,	8,
10	Being asked for a payment in return for getting back control of your device	1,	2,	3,	4,	5,	6,	7,	8,

EB90.2 QD12

QC12	Regardless of whether or not you have been a victim of cybercrime, what would you do if you were to experience or become a victim of the following situations? You would:
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(SHOW SCREEN - READ OUT - MULTIPLE ANSWERS PER LINE)

TRANSLATION

		Do nothing	Contact the police	Contact the website or vendor	Contact your Internet service provider	Contact a consumer protection organisation	Report the situation through an official website or email address (other than one belonging to the police)	Other (SPO NTA NEO US)	DK
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1	Receiving fraudulent emails or phone calls asking for your personal details (including access to your computer, logins, banking or payment information)	1,	2,	3,	4,	5,	6,	7,	8,
2	Online fraud where goods purchased are not delivered, are counterfeit or are not as advertised	1,	2,	3,	4,	5,	6,	7,	8,
3	Cyberattacks which prevent you from accessing online services like banking or public services	1,	2,	3,	4,	5,	6,	7,	8,
4	Discovering malicious software (viruses, etc.) on your device	1,	2,	3,	4,	5,	6,	7,	8,
5	Identity theft (somebody stealing your personal data and impersonating you)	1,	2,	3,	4,	5,	6,	7,	8,

TRANSLATION

6	Accidentally encountering child sexual abuse material online	1,	2,	3,	4,	5,	6,	7,	8,
7	Accidentally encountering material which promotes racial hatred or religious extremism	1,	2,	3,	4,	5,	6,	7,	8,
8	Your social network account or email being hacked	1,	2,	3,	4,	5,	6,	7,	8,
9	Being a victim of bank card or online banking fraud	1,	2,	3,	4,	5,	6,	7,	8,
10	Being asked for a payment in return for getting back control of your device	1,	2,	3,	4,	5,	6,	7,	8,

EB90.2 QD13

QC13	Are you aware of the existence of a website, email address, online form, or contact number in the UK where you can report a cybercrime or any other illegal online behaviour (e.g. cyberattack, online harassment or bullying)?
------	---

(SHOW SCREEN - READ OUT - MULTIPLE ANSWERS POSSIBLE)

Yes, a website	1,
Yes, an email address	2,
Yes, an online form	3,
Yes, a contact number	4,
Yes, another way of reporting a cybercrime or any other illegal online behaviour	5,
No, you are not aware of their existence	6,
DK	7,

NEW

QC14	Have you ever reported a cybercrime or any other illegal online behaviour (e.g. cyberattack, online harassment or bullying)?
------	--

(SHOW SCREEN - READ OUT - MULTIPLE ANSWERS POSSIBLE)

Yes, to the police or authorities	1,
Yes, to a service provider	2,
Yes, to a website	3,
Yes, to a consumer protection organisation	4,
Yes, to someone else	5,
No, never	6,

TRANSLATION

DK 7,

NEW

QC15 Could you please tell me to what extent you agree or disagree with each of the following statements?

(SHOW SCREEN – READ OUT – SINGLE CODE)

		Totally agree	Tend to agree	Tend to disagree	Totally disagree	DK
1	You are concerned that your online personal information is not kept secure by websites	1	2	3	4	5
2	You are concerned that your online personal information is not kept secure by public authorities	1	2	3	4	5
3	You avoid disclosing personal information online	1	2	3	4	5
4	You believe the risk of becoming a victim of cybercrime is increasing	1	2	3	4	5
5	You are able to protect yourself sufficiently against cybercrime	1	2	3	4	5

EB90.2 QD15

Let's talk about another topic.

ASK ALL

D1 In political matters people talk of "the left" and "the right". Thinking about your views, how would you place yourself on this scale?

(SHOW SCREEN) - (INT.: DO NOT PROMPT - IF RESPONDENT HESITATES, TRY AGAIN)

TRANSLATION

1 Left	2	3	4	5	6	7	8	9	10 Right
1	2	3	4	5	6	7	8	9	10

Refusal (SPONTANEOUS)	11
-----------------------	----

DK	12
----	----

EB92.1 D1

D7	Which of the following best corresponds to your own current situation?
----	--

(SHOW SCREEN – READ OUT – SINGLE CODE)
--

MARRIED OR REMARRIED	
Living without children	1
Living with the children of this marriage	2
Living with the children of a previous marriage	3
Living with the children of this marriage and of a previous marriage	4
SINGLE LIVING WITH A PARTNER	
Living without children	5
Living with the children of this partnership	6
Living with the children of a previous marriage/partnership	7
Living with the children of this partnership and of a previous marriage/partnership	8
SINGLE	
Living without children	9
Living with children	10
DIVORCED OR SEPARATED	
Living without children	11
Living with children	12
WIDOW/ER	
Living without children	13
Living with children	14
Other (SPONTANEOUS)	15
Refusal (SPONTANEOUS)	16

EB92.1 D7

D10	Gender.
-----	---------

Man	1
Woman	2

TRANSLATION

EB92.1 D10

D8: CANNOT BE LARGER THAN D11

D8	How old were you when you stopped full-time education?
----	--

(INT: MAKE SURE THE RESPONDENT UNDERSTANDS THAT D8 IS ABOUT FULL-TIME EDUCATION) - (IF "STILL STUDYING", CODE '00' – IF "NO EDUCATION" CODE '01' – IF "REFUSAL" CODE '98' – IF "DK" CODE '99')

--	--

EB92.1 D8

ASK D15b IF "NOT DOING ANY PAID WORK CURRENTLY", CODES 1 to 4 in D15a

D15a: IF D15a=2 THEN D8=00

D15a: IF D15<>2 AND D8=00 THEN CORRECT D8 OR CHANGE THE ANSWER IN D15a

D15a	What is your current occupation?
------	----------------------------------

D15b	Did you do any paid work in the past? What was your last occupation?
------	--

(DO NOT SHOW SCREEN)	D15a	D15b
	CURRENT OCCUPATION	LAST OCCUPATION
NON-ACTIVE		
Responsible for ordinary shopping and looking after the home, or without any current occupation, not working	1	1
Student	2	2
Unemployed or temporarily not working	3	3
Retired or unable to work through illness	4	4
SELF EMPLOYED		
Farmer	5	5
Fisherman	6	6
Professional (lawyer, medical practitioner, accountant, architect, etc.)	7	7
Owner of a shop, craftsmen, other self-employed person	8	8
Business proprietors, owner (full or partner) of a company	9	9
EMPLOYED		
Employed professional (employed doctor, lawyer, accountant, architect)	10	10

TRANSLATION

General management, director or top management (managing directors, director general, other director)	11	11
Middle management, other management (department head, junior manager, teacher, technician)	12	12
Employed position, working mainly at a desk	13	13
Employed position, not at a desk but travelling (salesmen, driver, etc.)	14	14
Employed position, not at a desk, but in a service job (hospital, restaurant, police, fireman, etc.)	15	15
Supervisor	16	16
Skilled manual worker	17	17
Other (unskilled) manual worker, servant	18	18
Never did any paid work	19	19

EB92.1 D15a D15b

D25: NO ANSWERS TO BE CODED IN CODE 4

D25 Would you say you live in a...?

(READ OUT)

Rural area or village	1
Small or medium-sized town	2
Large town/city	3
DK	4

EB92.1 D25

D40a: MINIMUM = 01

D40a Could you tell me how many people aged 15 years or more live in your household, yourself included?

(WRITE DOWN)

--	--

EB92.1 D40a

D40b: MINIMUM = 00

D40b Could you tell me how many children less than 10 years old live in your household

TRANSLATION

(WRITE DOWN)

--	--

EB92.1 D40b

D40c: MINIMUM = 00

D40c	Could you tell me how many children aged 10 to 14 years old live in your household?
------	---

(WRITE DOWN)

--	--

EB92.1 D40c

D43a	Is there a fixed telephone (landline) available in the household?
------	---

D43b	Do you own a mobile phone?
------	----------------------------

	D43a	D43b
	Fixed	Mobile
Yes	1	1
No	2	2

EB92.1 D43a D43b

D60	During the last twelve months, how often have you had difficulties in paying your bills at the end of the month...?
-----	---

(SHOW SCREEN – READ OUT – SINGLE CODE)

Most of the time	1
Occasionally	2
Almost never never	3
Refusal (SPONTANEOUS)	4

EB92.1 D60

D63	Do you see yourself and your household belonging to...?
-----	---

(SHOW SCREEN – READ OUT – SINGLE CODE)

The working class of society	1
The lower middle class of society	2

TRANSLATION

The middle class of society	3
The upper middle class of society	4
The higher class of society	5
Other (SPONTANEOUS)	6
None (SPONTANEOUS)	7
Refusal (SPONTANEOUS)	8
DK	9

EB92.1 D63

D72.1&2: CODE "NO ANSWER" IN CODE 5

D72: DISPLAY '99' INSTEAD OF 'DK'

D72	Please tell me to what extent you agree or disagree with each of the following statements.
-----	--

(SHOW SCREEN WITH SCALE – READ OUT – SINGLE CODE)

		Totally agree	Tend to agree	Tend to disagree	Totally disagree	DK
1	My voice counts in the European Union	1	2	3	4	5
2	My voice counts in the United Kingdom	1	2	3	4	5
3	The United Kingdom's voice counts in the EU	1	2	3	4	5

EB91.5 D72 (STATEMENTS 1,2) EB91.1 D72 (STATEMENT 3)

D73: DISPLAY '94' ON SCREEN INSTEAD OF 'NEITHER THE ONE NOR THE OTHER'

D73: DISPLAY '98' INSTEAD OF 'REFUSAL'

D73	At the moment, would you say that things are generally going in the right direction or the wrong direction, in...?
-----	--

(READ OUT – SINGLE CODE)

		Things are going in the right direction	Things are going in the wrong direction	Neither one nor the other (SPONTANEOUS)	Refusal (SPONTANEOUS)	DK
--	--	---	---	---	-----------------------	----

TRANSLATION

1	The United Kingdom	1	2	3	4	5
2	The European Union	1	2	3	4	5

EB91.1 D73

D77	When you hold a strong opinion, do you ever find yourself persuading your friends, relatives or fellow workers to share your views? Does this happen...?
-----	--

(READ OUT – SINGLE CODE)

Often	1
From time to time	2
Rarely	3
Never	4
DK	5

EB91.5 D77

D78	In general, does the EU conjure up for you a very positive, fairly positive, neutral, fairly negative or very negative image?
-----	---

(READ OUT – SINGLE CODE)

Very positive	1
Fairly positive	2
Neutral	3
Fairly negative	4
Very negative	5
DK	6

EB91.1 D78

D82	In your opinion, are the inequalities between the different social classes in The United Kingdom currently very important, fairly important, not very important or not at all important?
-----	--

(READ OUT - ONE ANSWER ONLY)

Very important	1
Fairly important	2
Not very important	3
Not at all important	4
DK	5

EB90.1 D82

READ IF D11>15

TRANSLATION

For quality control reasons, we might need to re-contact you. Do you agree to give us your first name and phone number for this purpose? Your personal data, including your address, would be then carefully handled in compliance with the European General Data Protection Regulation (GDPR) and Kantar Privacy Policy, not shared with third parties and deleted at the completion of the quality controls.

This interview was conducted within the Code of Conduct of the Market Research Society. I would like to remind you that all your replies will be treated in the strictest confidence.

SC4	Respondent agrees to give its first name and phone number
-----	---

Yes		1
No		2

EB92.1 SC4

ASK SC5A AND SC5B IF SC4=1

SC5A	Write respondent's first name
------	-------------------------------

(WRITE DOWN THE FIRST NAME OF THE RESPONDENT)		1
---	--	---

EB92.1 SC5A

SC5B	Write respondent's phone number
------	---------------------------------

(WRITE DOWN THE PHONE NUMBER OF THE RESPONDENT)		1
---	--	---

EB92.1 SC5B

INTERVIEW PROTOCOL

P1	DATE OF INTERVIEW
----	-------------------

		DAY			MONTH
--	--	-----	--	--	-------

EB92.1 P1

P2	TIME OF THE BEGINNING OF THE INTERVIEW
----	--

(INT.:USE 24 HOUR CLOCK)

		HOUR			MINUTES
--	--	------	--	--	---------

TRANSLATION

EB92.1 P2

P3	NUMBER OF MINUTES THE INTERVIEW LASTED
----	--

			MINUTES
--	--	--	---------

EB92.1 P3

P4	Number of persons present during the interview, including interviewer
----	---

Two (interviewer and respondent)	1
Three	2
Four	3
Five or more	4

EB92.1 P4

P5	Respondent cooperation
----	------------------------

Excellent	1
Fair	2
Average	3
Bad	4

EB92.1 P5

P6	Size of locality
----	------------------

Local Codes

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EB92.1 P6

P7	Region
----	--------

NUTS Level 2 Regions (See www.wordiq.com/definition/Nomenclature_of_Territorial_Units_for_Statistics)

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EB92.1 P7

P8	Postal code
----	-------------

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TRANSLATION

EB92.1 P8

P9	Sample point number
----	---------------------

--	--	--	--	--	--	--	--

EB92.1 P9

P10	Interviewer number
-----	--------------------

--	--	--	--	--	--	--	--

EB92.1 P10

P11	LEAVE BLANK
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EB92.1 P11

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P13	
-----	--

	1
	2
	3

EB92.1 P13
